

Program Information Report**Medical Office Administration (CTMOA)
Certificate****Program Effective Term: Fall 2014**

This program prepares the student for entry-level administrative work in medical offices and healthcare facilities. The coursework introduces students to the duties of the medical receptionist, as well as the basics of health insurance and medical billing. Students will learn how to answer patient and professional inquiries, decipher health insurance benefits, use medical software for scheduling and charting, as well as how to communicate with patients and medical staff. This program is not an AAMA certification preparation program.

Continuing Eligibility Requirements:

All courses must be completed with a GPA of 2.0 or better.

First Semester		(12 credits)
BOS 101C	Advanced Keyboarding	1
BOS 157	Word Processing and Document Formatting I	3
BOS 175	Medical Office Communication	2
BOS 223	Medical Office Procedures	3
HSC 124	Medical Terminology	3
Second Semester		(9 credits)
BOS 185	Medical Computer Skills and Electronic Health Records	3
BOS 224	Medical Office Insurance and Billing	4
HSC 115	Clinical Procedures for Administrative Medical Assistants	2
Minimum Credits Required for the Program:		21

PROGRAM CHANGE OR DISCONTINUATION FORM

Program Code: CTMOA Program Name: Medical Office Administration

Effective Term: Fall 2014

Division Code: BCTD Department: Business Office Systems

Directions:

1. Attach the current program listing from the WCC catalog or Web site and indicate any changes to be made.
2. Draw lines through any text that should be deleted and write in additions. Extensive narrative changes can be included on a separate sheet.
3. Check the boxes below for each type of change being proposed. Changes to courses, discontinuing a course, or adding new courses as part of the proposed program change, must be approved separately using a Master Syllabus form, but should be submitted at the same time as the program change form.

Requested Changes:

- | | |
|--|---|
| ☐ Review | ☐ Program admission requirements |
| ☒ Remove course(s): <u>HIT 101</u> | ☐ Continuing eligibility requirements |
| ☒ Add course(s): <u>HSC 124</u> | ☐ Program outcomes |
| ☐ Program title (title was _____) | ☐ Accreditation information |
| ☐ Description | ☐ Discontinuation (attach program discontinuation plan that includes transition of students and timetable for phasing out courses) |
| ☐ Type of award | ☐ Other _____ |
| ☐ Advisors | |
| ☐ Articulation information | |

Show all changes on the attached page from the catalog.

Rationale for proposed changes or discontinuation:

HSC 124 is the replacement course for HIT 101, which will be discontinued in the fall of 2014.

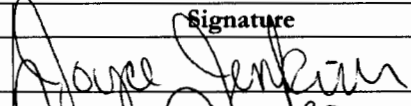
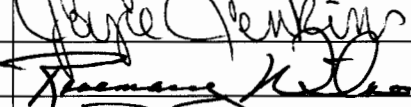
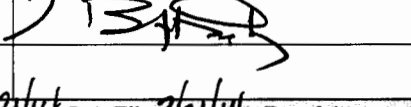
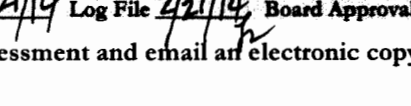
Financial/staffing/equipment/space implications:

No changes in or additional staffing/equipment/space resources required.

List departments that have been consulted regarding their use of this program.

N/A

Signatures:

Reviewer	Print Name	Signature	Date
Initiator	Joyce Jenkins		1/24/14
Department Chair	Joyce Jenkins		1/24/14
Division Dean/Administrator	Rosemary Wilson		1/27/14
Vice President for Instruction	Bill Abernethy		2/17/14
President	Rose Bellanca		

Do not write in shaded area. Entered in: Banner 4/21/14 C&A Database 4/21/14 Log File 4/21/14 Board Approval _____

Please submit completed form to the Office of Curriculum and Assessment and email an electronic copy to sjohn@wccnet.edu for posting on the website.

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Office of Curriculum & Assessment

ACADEMICS

Medical Office Administration (CTMOA)

Certificate

2013 - 2014

Description

This program prepares the student for entry-level administrative work in medical offices and healthcare facilities. The coursework introduces students to the duties of the medical receptionist, as well as the basics of health insurance and medical billing. Students will learn how to answer patient and professional inquiries, decipher health insurance benefits, use medical software for scheduling and charting, as well as how to communicate with patients and medical staff. This program is not an AAMA certification preparation program.

Continuing Eligibility

All courses must be completed with a GPA of 2.0 or better.

Contact Information

Division: Business/Computer Technologies

Department: Business Office Systems Dept

Advisors: [Joyce Jenkins](#), [Amy Loskowski](#)

Requirements

First Semester

Class	Title	Credits
BOS 101C	Advanced Keyboarding	1
BOS 157	Word Processing and Document Formatting I	3
BOS 175	Medical Office Communication	2
BOS 223	Medical Office Procedures	3
HIT 101	Healthcare Terminology for the Health Information Technology Professional	3
Total		12

HSC 124-Medical Terminology

Second Semester

Class	Title	Credits
BOS 185	Medical Computer Skills and Electronic Health Records	3
BOS 224	Medical Office Insurance and Billing	4
HSC 115	Clinical and Lab Procedures for Office Assistants	3
Total		10

Total Credits Required: 22

► Gainful Employment Disclosures

Program Information Report

Medical Office Administration (CTMOA)

Certificate

Program Effective Term: Fall 2013

This program prepares the student for entry-level administrative work in medical offices and healthcare facilities. The coursework introduces students to the duties of the medical receptionist, as well as the basics of health insurance and medical billing. Students will learn how to answer patient and professional inquiries, decipher health insurance benefits, use medical software for scheduling and charting, as well as how to communicate with patients and medical staff. This program is not an AAMA certification preparation program.

Continuing Eligibility Requirements:

All courses must be completed with a GPA of 2.0 or better.

BOS 101C	Advanced Keyboarding	1
BOS 157	Word Processing and Document Formatting I	3
BOS 175	Medical Office Communication	2
BOS 223	Medical Office Procedures	3
HIT 101	Healthcare Terminology for the Health Information Technology Professional	3
BOS 185	Medical Computer Skills and Electronic Health Records	3
BOS 224	Medical Office Insurance and Billing	4
HSC 115	Clinical and Lab Procedures for Office Assistants	3

Minimum Credits Required for the Program:

22

PROGRAM PROPOSAL FORM

- ☐ **Preliminary Approval** – Check here when using this form for preliminary approval of a program proposal, and respond to the items in general terms.
- ☒ **Final Approval** – Check here when completing this form after the Vice President for Instruction has given preliminary approval to a program proposal. For final approval, complete information must be provided for each item.

Program Name: Division and Department: Type of Award: Effective Term/Year: Initiator:	<u>Medical Office Administration</u> <u>Business & Computer Technologies – Business Office Systems Department</u> ☐ AA ☐ AS ☐ AAS ☒ Cert. ☐ Adv. Cert. ☐ Post-Assoc. Cert. ☐ Cert. of Comp. <u>Fall 2013</u> <u>Amy Loskowski and Joyce Jenkins</u>	Program Code: <u>CTMOA</u> CIP Code: <u>51.0710</u>
Program Features Program's purpose and its goals. Criteria for entry into the program, along with projected enrollment figures. Connection to other WCC programs, as well as accrediting agencies or professional organizations. Special features of the program.	Connection to other WCC Programs, Agencies, and Professional Organizations: In the Fall of 2012, the new CTMOS - Medical Office Assistant (Clinical) Program replaced the CTMAS - Medical Office Assistant Program. The CTMAS program is not accepting new students and all students currently enrolled in the program have until the Spring/Summer of 2015 to complete their courses. Based upon student feedback, the BOS Department felt it necessary to create a new Medical Office Administration certificate for students not wishing to focus on clinical work. Purpose and Goals: Allow students the option to complete a program that prepares them to work in a medical office environment in a non-clinical role. Criteria for Entry into the Program: No set criteria at this time. Projected Enrollment Figures: Listed below are the enrollment numbers provided by the Institutional Research Department for the CTMAS: Medical Office Assistant program for 2011-12: • BOS 157 – 173 students • BOS 223 – 86 students • BOS 224 – 59 students • HSC 115 – 49 students During the 2011-12 years, 38 awards were granted in the CTMAS program. Here are the projected enrollment figures for the following courses that began in the fall of 2012: • BOS 175 – two sections during the Fall and Winter semesters with 24 students each • BOS 185 – one section during the Fall and Winter semesters with 24 students	

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Need Need for the program with evidence to support the stated need.	This program would be beneficial for students not wishing to complete a clinical certificate. The focus would be on office administration and not include any direct patient care.	
Program Outcomes/Assessment State the knowledge to be gained, skills to be learned, and attitudes to be developed by students in the program. Include assessment methods that will be used to determine the effectiveness of the program.	<u>Outcomes</u> 1. Recognize and apply principles and best practices for the secure handling of patient data and computer systems in healthcare and medical office settings 2. Recognize and apply principles of ethical and legal patient care throughout the patient's experience with the medical office 3. Complete medical insurance claim forms for third-party payers using the proper coding system	<u>Assessment Method</u> 1. Practical exam in BOS 185 2. Written and practical exams from BOS 223 3. Written and practical exams from BOS 224

Curriculum List the courses in the program as they should appear in the catalog. List minimum credits required. Include any notes that should appear below the course list.	The following courses will be included within the Medical Office Administration Program: • BOS 101C – Advanced Keyboarding (1 credit) • BOS 157 – Word Processing and Document Formatting I (3 credits) • BOS 175 – Medical Office Communication (2 credits) • BOS 185 – Medical Computer Skills and Electronic Health Records (3 credits) • BOS 223 – Medical Office Procedures (3 credits) • BOS 224 – Medical Office Insurance and Billing (4 credits) • HIT 101 – Healthcare Terminology for the HIT Professional (3 credit) • HSC 115 – Clinical and Lab Procedures for Office Assistants (3 credits) Total Credits Required: 22		
Budget Specify program costs in the following areas, per academic year:		START-UP COSTS	ONGOING COSTS
	Faculty	\$.	\$
	Training/Travel	.	.
	Materials/Resources	.	.
	Facilities/Equipment	.	Existing Facilities
	Other	.	.
	TOTALS:	\$.	\$
Program Description for Catalog and Website	This program prepares the student for entry-level administrative work in medical offices and healthcare facilities. The coursework introduces students to the duties of the medical receptionist, as well as the basics of health insurance and medical billing. Students will learn how to answer patient and professional inquiries, decipher health insurance benefits, use medical software for scheduling and charting, as well as how to communicate with patients and medical staff. This program is not an AAMA certification preparation program.		
Program Information	Accreditation/Licensure - None Advisors – Joyce Jenkins and Amy Loskowski Advisory Committee – BOS Department Advisory Committee Admission requirements - None Articulation agreements - None Continuing eligibility requirements - None 2.0 GPA in each course		

Assessment plan:

Program outcomes to be assessed	Assessment tool	When assessment will take place	Courses/other populations	Number students to be assessed
Recognize and apply principles and best practices for the secure handling of patient data and computer systems in healthcare and medical office settings.	Practical exam in BOS 185	Fall 2016	All sections of BOS 185	All
Recognize and apply principles of ethical and legal patient care throughout the patient's experience with the medical office.	Written and practical exams from BOS 223	Fall 2016	All sections of BOS 223	All
Complete medical insurance claim forms for third-party payers using the proper coding system.	Written and practical exams from BOS 224	Fall 2016	All sections of BOS 224	All

Scoring and analysis plan:

1. Indicate how the above assessment(s) will be scored and evaluated (e.g. departmentally-developed rubric, external evaluation, other). Attach the rubric.

Departmental faculty will score all assessments in BOS 223 and 224 using online exams through the college's Course Management System. Practical skills applications will be assessed using answer keys in BOS 185, BOS 223, and BOS 224.

2. Indicate the standard of success to be used for this assessment.

75% of students will score 75% or higher on both written and practical exams in BOS 185, BOS 223, and BOS 224.

3. Indicate who will score and analyze the data.

BOS Departmental Faculty

4. Explain how and when the assessment results will be used for program improvement.

BOS Departmental Faculty will review assessment results and make any revisions necessary to the program.

REVIEWER	PRINT NAME	SIGNATURE	DATE
Department Chair/Area Director	Joyce Jenkins	<i>Joyce Jenkins</i>	12/14/12
Dean	Rosemary Wilson	<i>Rosemary Wilson</i>	2/7/13
Vice President for Instruction ☐ Approved for Development ☒ Final Approval	Stuart Blacklaw	<i>S Blacklaw</i>	3/4/13
President	Rose Bellanca	<i>RB Bellanca</i>	4/9/13
Board Approval			3/26/13

Medical Office Administration Requirements:

First Semester:

Class	Title	Credits
HIT HSC 101	Healthcare Terminology	3 1
BOS 101C	Advanced Keyboarding	1
BOS 157	Word Processing and Document Formatting I	3
BOS 175	Medical Office Communication	2
BOS 223	Medical Office Procedures	3
Total Credits:		10 12

Second Semester:

Class	Title	Credits
BOS 185	Medical Computer Skills and Electronic Health Records	3
BOS 224	Medical Office Insurance and Billing	4
HSC 115	Clinical and Lab Procedures for Office Assistants	3
Total Credits:		10